



*Embassy of the United States of America  
Kyiv, Ukraine*

## **JOB OPPORTUNITY ANNOUNCEMENT**

**# 038**

**Date: August 5, 2014**

**TO: ALL MISSION PERSONNEL**

**FROM: GARY BAGLEY– HUMAN RESOURCES OFFICER**

**SUBJECT: COMPUTER OPERATOR**

Employees are invited to apply for this position or refer *qualified and eligible* candidates to the Embassy Human Resources Office. *Application procedure* is outlined at the end of this notice. Questions should be directed to the Human Resources Office.

**POSITION TITLE:** **Computer Operator**

**OPEN TO:** **ALL INTERESTED CANDIDATES**

**GRADE LEVEL:** **FSN-07, FP-07\* (Full Performance Level)**

**WORK HOURS:** **Full Time, 40 hours per week**

**POSITION TYPE:** **Permanent**

**OFFICE LOCATION:** **Information Systems Center**

**OPENING DATE:** **Immediate**

**DEADLINE:** **August 19, 2014 at 6 P.M. Kyiv Time**

*\*FP –07 is subject for confirmation with Washington.*

**IMPORTANT ELIGIBILITY NOTE:**

**ALL U.S. CITIZEN, WHO ARE ORDINARILY RESIDENTS IN UKRAINE AND THIRD COUNTRY NATIONAL APPLICANTS MUST HAVE THE REQUIRED RESIDENCY PERMIT TO BE ELIGIBLE FOR CONSIDERATION. SUCH APPLICANTS ARE REQUESTED TO ATTACH COPY OF THEIR *RESIDENCY PERMIT* TO THE APPLICATION.**

## **BASIC FUNCTION OF POSITION:**

This position is located in the Information Systems Center. The incumbent reports directly to the Computer Management Specialist and performs under guidance of the ISO and the IMO. Incumbent is directly responsible for performing day-to-day system administration and operation and operational support of post's Windows Active Directory, OpenNet Network and separate Internet Networks.

## **MAJOR DUTIES AND RESPONSIBILITIES:**

### **Computer Support Operations: 20%**

The incumbent is responsible for ongoing hardware and software support in PC and LAN environment. Perform full range of systems administration in a Windows Active Directory environment. Create and delete user accounts, provide end-user and help desk support. Troubleshoot hardware and software problems.

### **Applications Support: 45%**

The incumbent is responsible for the support of Embassy's computer-based applications systems, including complex applications developed by the Department of State, and other US government agencies under supervision of Computer Management Specialist and Information Systems Officer. Such support includes assistance to users, installation of new applications and subsequent updates and patches. Administers and supports Post BlackBerry infrastructure which includes 150 clients. Serves as POC for all BlackBerry related questions, including communication with Blackberry worldwide support centers and DoS Mobile application team. Install antivirus software and keep it up to date with latest definitions and programs.

### **End User Support And Troubleshooting: 25%**

The incumbent provides support function and troubleshooting at Post, develops macros and templates in coordination with Information Systems Center, Information Program Center and Information Resource Management personnel where required to automate or improve users work processes. This can include some computer programming. The incumbent is responsible providing of start-up and formal training to users in properly using hardware and software under the training course programs and materials developed by Information Management Office staff.

### **Other duties as assigned 10%**

## **REQUIRED QUALIFICATIONS:**

### **EDUCATION:**

Bachelor degree in Information Technology/Computer Science or related technical field is required.

### **WORK EXPERIENCE:**

Two (2) years of experience in providing system and network administration at server level and end user support is required.

### **LANGUAGE:**

Level III (good working knowledge) English is required. Level IV (fluent) Russian and/or Ukrainian is required.

### **KNOWLEDGE:**

Basic knowledge of Microsoft Active Directory.

Good knowledge of Microsoft client OS (Windows 7) and server OS (Windows 2008)

Strong knowledge of Microsoft Office.

Strong knowledge of TCP/IP networking.

Strong knowledge of general PC hardware and general software (Drivers, Antivirus etc.).

Knowledge of Department of State software programs (Web PASS, E2, FMO software, Consular etc.).

### **SKILLS AND ABILITIES:**

Good interpersonal skills, ability to teach personnel at post to use software applications and good verbal skills are required.

## **APPLICATION AND SELECTION PROCESS:**

✓ Effective August 1, 2010 Office of Overseas Employment announced new Universal Application for Employment (DS-174) as a **mandatory** application for any locally recruited positions. To apply for this position all interested candidates should fill out the DS-174 **in English** and submit it to the Embassy Human Resources Office by COB **August 19, 2014**. The new DS-174 is available on the official U.S. Embassy website under the Employment Opportunities section: <http://ukraine.usembassy.gov/job-opportunities.html>.

Universal Application for Employment (DS-174) can be filled out electronically and emailed to: [KyivHR@state.gov](mailto:KyivHR@state.gov) or faxed to: [521-51-55](tel:521-51-55).

### **Note:**

Only those applications that are received in the Human Resources Office *before* the closing date will be eligible for consideration. Any application package that doesn't include complete DS-174 will be considered incomplete and will not receive further consideration for recruitment.

### ADDITIONAL SELECTION CRITERIA:

- Actual hiring for this job is subject to funds availability and should be confirmed by an appropriate bureau before a job offer is made.
- Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
- Current employees serving a *probationary period* are not eligible to apply for this position.
- Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
- US Citizen EFMs who are currently employed under *Family Member Appointment* (FMA) must work for 90 calendar days in their current position before being able to apply for advertised position.
- US Citizen EFMs and NORs who are currently employed under *Personal Services Agreement* (PSA) must work for 90 calendar days in their current position before being able to apply for advertised position.
- **U.S. Veterans and U.S. Citizen EFMs will be given preference in hiring over other *equally qualified candidates* in accordance with Section 301 (c) of the Foreign Service Act of 1980.** Candidates who claim *U.S. Veterans hiring preference* must provide a copy of their Form DD-214 with their application. Candidates who claim U.S. Citizen EFMs hiring preference should indicate their EFM status in the application form.
- All qualified EFM candidates will be interviewed by the Post Employment Committee and the hiring office. The PEC selects the candidate for the position and conveys that selection to the Front Office for concurrence.

### **EQUAL EMPLOYMENT OPPORTUNITY STATEMENT**

The U.S. Mission in Kyiv provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

CLEARED: TLowder (by e-mail)